

WORKFORCE DEVELOPMENT SUPERVISOR IV

DEFINITION

This is responsible and professional supervisory work in the direction of the workforce development services of a large-sized one-stop career center for the Division of Workforce Development.

An employee in this class is responsible for line supervision of workforce development technical and clerical staff of a large one-stop career center. Work includes responsibility for carrying out a plan of service that integrates workforce development functions with those of their partners, as well as planning, developing, directing and coordinating these functions. Supervision is exercised through subordinates over technical and clerical staff. The employee receives direction from a workforce development manager or other administrative superior.

Any one position may not involve all of the specified duties or knowledges, skills and abilities, nor are the listed examples exhaustive.

EXAMPLES OF WORK

Directs assigned workforce development activities for a large one-stop career center, including job placement, employer relations, employment counseling, employer services, veteran services, training assessment and job development.

Supervises a large number of technical and clerical employees in the delivery of workforce development services; provides training and evaluation of performance as needed.

Implements and adapts programs and divisional policies to local area needs; evaluates the program and develops supplemental policies as necessary.

Develops and maintains a program of public relations necessary to promote and explain the use of workforce development services in a community; contacts employers, union officials, industrial groups, planning committees, etc.; addresses community organizations and civic clubs to inform them of the objectives of the Division of Workforce Development.

Consults with partners and community leaders on special problems and new policies or procedures.

Performs other related work as assigned.

EXAMPLES OF KNOWLEDGES, SKILLS AND ABILITIES

Thorough knowledge of current social, economic and industrial problems in the state as they relate to the Workforce Development program.

Thorough knowledge of the organization, skills, techniques and procedures involved in the operation of the Workforce Development programs.

Thorough knowledge of state and federal laws and regulations governing workforce development activities and programs.

Thorough knowledge of personnel, business and office management as related to public administration.

Ability to plan, direct and control the activities of a large one-stop career center office.

Ability to prepare concise, meaningful reports for higher levels of management and to communicate effectively on workforce development subjects.

Ability to establish and maintain cooperative working relationships with employees, employers, civic, governmental, labor and other public groups.

Ability to review programs analytically and to develop effective plans and methods of implementation and monitor for effectiveness.

WORKFORCE DEVELOPMENT SUPERVISOR IV (Cont'd)

EXPERIENCE AND EDUCATION QUALIFICATIONS (The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

One year of experience as a Workforce Development Supervisor III with the Division of Workforce Development.

OR

Four years of experience in the areas described below, of which at least two years must have involved supervisory experience in job placement, employment counseling, employer services, veteran services, training assessment or closely related areas; and graduation from an accredited four-year college or university with specialization in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas. (Additional experience in the areas described below may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in psychology, sociology, social work, labor economics, education, business, personnel or public administration, or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated general experience.)

AREAS OF QUALIFYING EXPERIENCE

1. Technical or professional work in the fields of social science, education, job placement, community organization or related areas, or in business, personnel or public administration involving responsible public contact.
2. Military experience, at the E-5 level or above, in recruiting or personnel administration involving interviewing, selection, classification, placement and counseling.

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